

Human Rights

ontario's human rights system advancing equality through legal advocacy building access to legal aid and support services championing ontario's human rights system advancing equality

Legal Support Centre

Annual Report

2010 - 2011

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Introduction

The Human Rights Legal Support Centre ("the Centre") is an independent agency, accountable to and funded by the Government of Ontario, to provide legal and support services across the province to individuals whose rights under the *Human Rights Code* ("Code") have been infringed.

The Code gives every person in Ontario the right to be treated equally, without discrimination or harassment on prohibited grounds, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability,

OUR MANDATE:

The Human Rights Legal Support Centre advances equality and protects human rights by providing a range of accessible and high quality legal and support services to those who have faced discrimination contrary to Ontario's human rights laws.

record of offences (in employment only) and receipt of public assistance (in housing only). The right to equal treatment applies to employment situations (including membership in a union or occupational association), in accessing housing or services or facilities, and in entering into contracts.

The Centre is one of three human rights agencies under Ontario's Code. The other two agencies are the Human Rights Tribunal of Ontario ("the Tribunal") and the Ontario Human Rights Commission ("the Commission").

A person who believes that his/her rights under the Code have been infringed, may apply to the Tribunal

to seek a legal resolution, including compensation for discriminatory treatment. If the Tribunal cannot resolve an application to the satisfaction of both parties at mediation, the Tribunal conducts a hearing to decide if the applicant has been subjected to discriminatory treatment, and if so, what remedies should be ordered.

A primary responsibility of the Centre is to provide legal advice to individuals who have been subjected to discriminatory treatment. If it appears that an individual's rights have been infringed, the Centre will try to resolve the dispute where appropriate, and will help the individual to complete an application to the Tribunal. The Centre provides legal services to applicants at every stage of the Tribunal process: settlement negotiations, application preparation, mediation/hearing representation, and enforcement of settlements and Tribunal orders.

OUR VISION:

The Human Rights Legal Support Centre strives to be a leader in advancing equality, in protecting human rights and in supporting every person's right to live and work with dignity and respect.

The Commission's mandate is to build respect for human rights in Ontario. The Commission develops policies to prevent different forms of discrimination and aims to raise awareness of human rights issues. The Commission can intervene at tribunals and all levels of court on human rights issues with broad public interest or concern. The Commission also works with different sectors and groups, including the Government of Ontario, to promote organizational change and to break down barriers to equity.

Human Rights Legal Support Centre

Core Values

Substantive Equality

The Centre will establish policies and priorities for the delivery of services that take into account the historic disadvantage faced by individuals and communities identified by a ground of discrimination under the Code. Priority will be given to providing legal assistance to members of marginalized communities and to individuals who would be most disadvantaged in self-advocating for equality rights.

Accessibility

The Centre is committed to providing legal and support service in a manner that is free of barriers, including physical and functional barriers as well as barriers created by geography, language and by process. The Centre will be responsive to the geographic, cultural, linguistic and accessibility needs of its diverse client communities.

Excellent Quality of Service

The Centre is committed to delivering high-quality, timely legal and support services through a committed and well-trained staff that respects the dignity of every person seeking advice and assistance. The Centre will employ a variety of flexible and innovative service delivery methods to meet the needs of diverse and disadvantaged communities across the province.

Transparent and Consultative Process

The Centre will ensure that its policies governing service delivery are informed by community input and are available to the public.

Message from the Chair

I am very pleased to be able to present the Annual Report of the Human Rights Legal Support Centre for 2010/11.

This is the first annual report submitted to the Attorney General since my appointment to the Board of Directors as Chair in October 2010. My term as Chair began just as the Centre was undertaking a strategic planning process that brought together the directors and staff to take stock of the Centre's achievements and challenges. We were lucky to also have the participation of Raj Anand, the first Chair of the Board, during our planning discussions. The Centre owes Mr. Anand an enormous debt of gratitude for his leadership during the Centre's first formative two years of operation.

At its three year point in June 2011, the Centre has already proven itself to be an agency focused on providing excellent service to Ontarians across the province who face discrimination. As this Annual Report demonstrates, 2010/11 was a very busy and productive year for Human Rights Legal Support Centre.

In 2010/11, the Centre was able to effectively expand all aspects of its service to the public. More inquiries from members of the public were answered through our telephone advice lines; more individuals were provided with a wide range of legal services; more clients received legal representation at the Human Rights Tribunal of Ontario.

At the same time, the Centre initiated or expanded a number of innovative programs that have broadened the reach of the Centre's legal services across the province. This was achieved through partnerships with community legal clinics, law schools, pro bono lawyers, student legal assistance programs and community organizations. As well, the Centre's website now offers a comprehensive

Every time one person takes steps to proactively address a violation of their own rights, the province becomes a fairer and better place for all of us to live. The Centre is proving to be a critical component in making this happen.



PATRICK CASE

package of how-to guides and information sheets to assist applicants to the Tribunal who represent themselves at one or more stages of the human rights process.

At the Centre, we look forward to the coming year with great optimism.

Our Story

The Human Rights Legal Support Centre opened its doors in June 2008 as a new agency established by the Government of Ontario through amendments to the Ontario *Human Rights Code*. The Centre provides free legal support to Ontarians who have experienced a violation of their rights under the *Code*. It is a unique legal service that offers advice and representation by lawyers and paralegals whose sole focus is advancing equality for all Ontarians through legal advocacy.

Ontario is one of the most diverse regions in the world.

We live in a vibrant pluralistic province. As a society, we share the incredible benefits of diversity but also we share responsibility for building a culture of respect and inclusivity. The *Code* is a fundamental part of this commitment, enshrining in its preamble the right of every person to "equal rights and opportunities without discrimination" so that "each person feels a part of the community and able to contribute fully".

Human rights law is complex and continually evolving. Public education and training about the requirements of the *Human Rights Code* are needed to increase awareness and understanding. The Centre receives approximately 100 inquiries daily from people who are seeking clarification of their equality rights and exploring potential recourse in relation to human rights violations. From June 2008 to March 31, 2011, the Centre responded to almost 65,000 inquiries from members of the public.

The staff of the Centre reflects the diversity of the people we serve. We have in-house capacity to deliver services in over 10 languages.

Our service model provides for maximum flexibility in the range and depth of service provided. Service innovations such as Early Settlement Intervention and How-To Application Clinics are results-oriented. Active partnerships with community organizations, law schools and legal aid clinics increase our capacity and reach across Ontario and into disadvantaged communities.

The Centre has cultivated deep knowledge and specialized expertise as well as a responsive framework of service coordination. Clients report high satisfaction in the Centre's legal services. At this three year mark, we can point to significant numbers of people served, meritorious cases taken and resolved in reasonable time, and victories with a positive impact not only on the people involved, but also in workplaces, and in service and housing settings across the province.

Initial Inquiries

It starts with a phone call.

The Human Rights Legal Support Centre intake helpline allows us to serve the whole province in a cost effective and efficient manner, as mandated by legislation.



Intake and Accessibility

- Toll-free telephone and TTY access anywhere in Ontario
- Staff offer direct service in over 10 languages. In addition, we offer service in 140 languages through an interpreter service
- Calls can be made in person or by a community or advocacy organization or a union representative
- In-person interviews can be arranged
- If a person who wants service has a visible or invisible disability, we will accommodate as needed

Discrimination is a difficult issue to identify and confront. A caller to our helpline may be confused and frustrated by negative treatment – often it is not immediately clear if the difficulties that he or she is facing are based on a prohibited ground of discrimination, such as race, gender or disability. Our inquiries service is staffed by highly trained Human Rights Advisors who listen carefully to:

Help the person determine if s/he has been subjected to discrimination under the *Ontario Human Rights Code*

Help the person decide if s/he wants the Centre to intervene with the person who discriminated (e.g. landlord or employer) to try to get an immediate resolution.

Help the person decide if s/he wants to take legal steps to address the negative impact of the discrimination.

Assist the person to file a human rights application to the Tribunal, if no other resolution is possible.

Provide the person with legal services as the human rights application proceeds through the Tribunal process.

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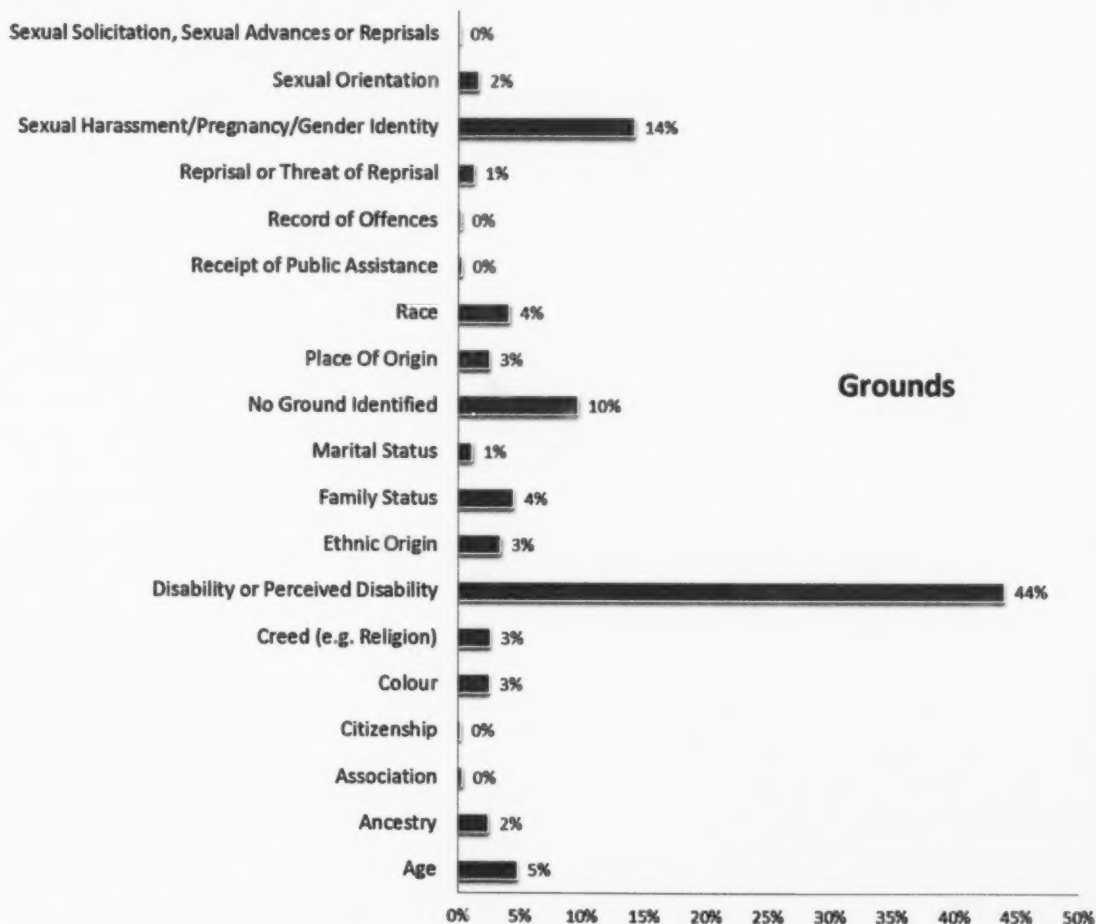
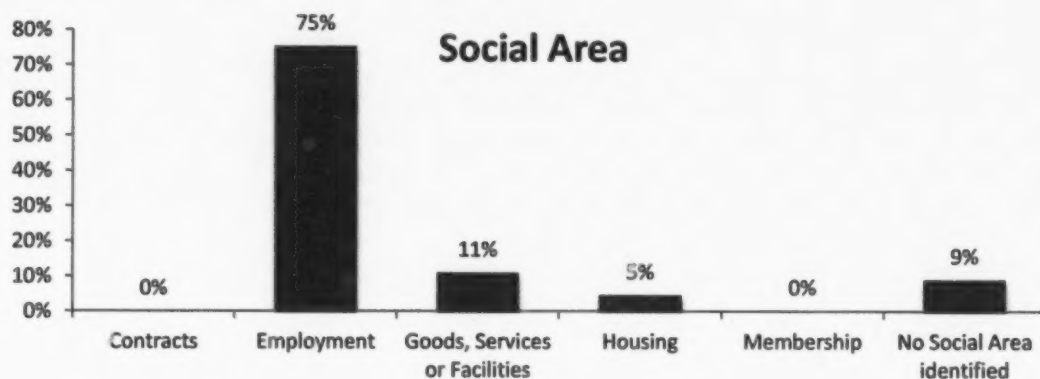
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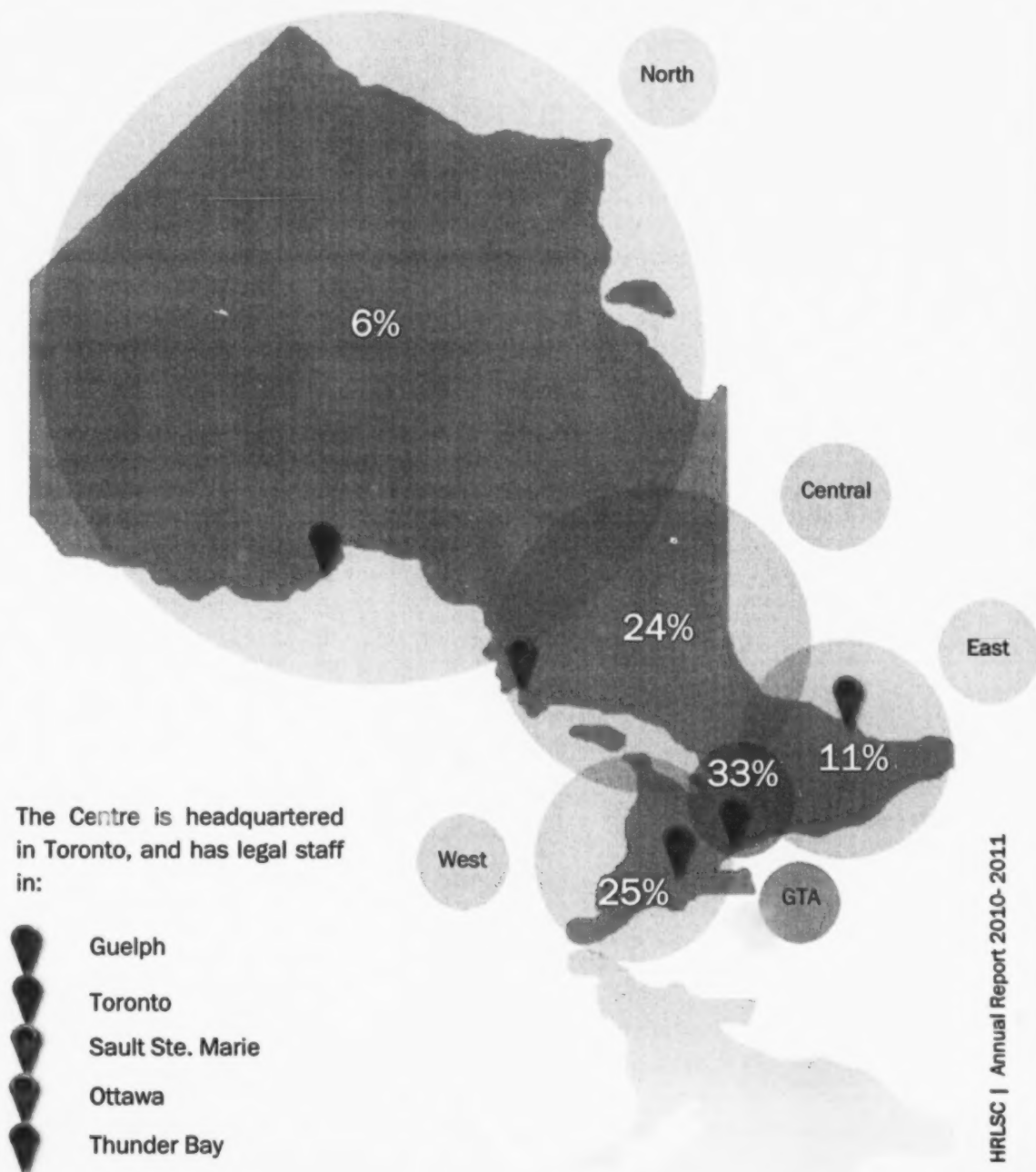
What are the inquiries about?

The Centre responded to questions about discrimination in each of the primary areas where *Code* protections apply – employment, housing, goods, services and facilities. The largest single group of inquiries concerned discrimination in employment on the grounds of disability.



Working across Ontario

In 2010-11, the Centre responded to inquiries from all areas of the province. Each year, more than 60% of inquiries have come from outside the Greater Toronto Area.



How does the Centre provide legal services?

Maximizing legal services through innovative delivery model

The Centre has adopted an “unbundled” service model that maximizes the number of applicants and potential applicants that will receive the Centre’s assistance before and during the Tribunal process. Legal services, including representation, are provided on a stage-by-stage basis – for settlement negotiations, for filing, for mediation and for the hearing. This allows us to match the level and extent of service at each stage to a number of factors including the needs of the individual, the merits of the claim and the complexity of the evidentiary and legal issues.

Legal support for self-representing applicants

The Tribunal has designed its process to be accessible to parties who represent themselves. The Centre provides support through self-help materials on our website, through our summary advice helpline and through access to our lawyers for in-depth consultation at each stage in the process. **In 2010, approximately half of successful applicants at Tribunal hearings were self-represented and over 90% of these successful applicants had received legal services from the Centre.**

Priority access for disadvantaged applicants

Under the Code, the Centre’s services are not restricted to individuals who meet prescribed criteria. However, the Centre has managed its limited resources to give priority service, including full representation, to individuals who are particularly disadvantaged and who would face heightened barriers in navigating the human rights process without legal assistance. **In 2010, the Centre represented the applicant in 33% of Tribunal hearings where discrimination allegations were upheld.**

The Centre settled
over 80% of
mediations we
attended

90% of self-
representing applicants
who succeeded at
Tribunal hearings had
assistance from the
Centre

33% of all
successful
applicants were
represented by the
Centre at their
hearing

Diverting non-meritorious claims from the Human Rights Tribunal

The Centre provides a summary assessment of merit to every person who accesses our service about a potential application. If a claim is within the Tribunal’s jurisdiction, the individual is offered an interview with a lawyer. If the opinion of our lawyers is that an application is without merit, we provide no further legal services. Often, we refer a would-be applicant to a more appropriate service or legal forum.

Negotiating settlements early and often

The Centre actively intervenes at every stage of the human rights process to attempt to achieve an appropriate settlement, including a public interest remedy. **In 2010/11, the Centre settled applications in over 80% of its mediations.**

The Centre negotiated settlement of over 350 applications in 2010/11. In 76 of these cases, the settlement was achieved before the application was filed and before the Tribunal’s process was engaged.

Unbundled Services - The Numbers

Helpline

- Answered 25,793 public inquiries

Summary Legal Advice

- Provided immediate legal assistance in response to 16,378 inquiries from individuals who wanted advice about a potential infringement under the *Code* or about an application already pending before the Tribunal

Lawyer Services

- 1,830 individuals received a range of in-depth legal services from the Centre's lawyers including a legal assessment of merit, application preparation, legal research, settlement advice/assistance, mediation and hearing preparation

Information and Referral

- Provided assistance and referral information in response to over 7,000 inquiries about legal disputes outside the *Code*

Compensation for Discrimination

- 554 individuals were represented by the Centre's lawyers at the Tribunal at mediations and/or hearings. The Centre's success at hearing resulted in over \$200,000 ordered to be paid to applicants in addition to public interest remedies

Enforcement

- Collected \$293,547 for Applicants through enforcement proceedings

Increasing the Pie - The Big Picture

The Human Rights Legal Support Centre is dedicated to increasing access to human rights justice through innovative programs and through partnerships with community and advocacy organizations.



The Centre has expanded its capacity to provide legal services to the public by:

- Developing how-to guides for applicants who are able to self-represent at the Tribunal;
- Establishing a trained panel of pro bono lawyers who accept the Centre's referrals to provide free representation at mediation;
- Placing lawyers outside the Greater Toronto Area through partnerships with local Legal Aid Ontario community legal clinics;
- Partnering with Osgoode Hall Law Faculty to accept 6 law students placements per term through an intensive clinical legal education program, commencing in September 2011;
- Establishing referral arrangements with Student Legal Aid Programs in Ottawa and Toronto to provide free legal services;
- Offering bi-monthly "Application Clinics" to assist self-representing applicants to complete and file applications to the Tribunal; and
- Training community partners, such as settlement organizations, to pro-actively identify and resolve human rights disputes before the Tribunal process is engaged.

Challenges

Last year, the Centre responded to 25,793 inquiries from members of the public. This represents an increase of more than 21% over the past two years in the number of calls that the Centre was able to answer without increased resources. However, during the same period, the overall number of calls to our public inquiries line increased by 14%. The Centre is the only telephone intake point for callers who are seeking information about human rights protection in Ontario. As a result, the wait time on the telephone line in 2010/11 was typically between 12 and 17 minutes.



Several initiatives are expected to have a positive impact on our response rate in the coming year. A new telephone system will direct callers seeking general information from our inquiries line and will allow us to identify callers such as landlords and employers, who abandon their call when they learn from the wait message that the Centre cannot assist them. As well, the new student placement program with Osgoode Hall Law School will give us extra support in answering the inquiries line.

Not all the callers to the Centre's inquiries line are seeking the Centre's services – legal support and assistance in addressing an infringement of their rights under the *Code*. Almost 30% of callers are seeking assistance in resolving an issue or legal dispute that falls *outside* the *Code*. The Centre also regularly gets inquiries from individuals who are seeking general information, not legal assistance. For example, we receive questions about non-*Code*-related workplace harassment and questions about anti-discrimination policies on the Ontario Human Rights Commission website.

The Centre is committed to exploring all options that have potential to address the shortfall in the capacity of the new human rights system to meet the public's need for assistance over the telephone.

This work – responding to inquiries that fall outside our core mandate – has value for the public. For a significant segment of the public, telephone access is critical. There are still many individuals who cannot readily access the information that they need through the internet, either because of limited access or language/literacy barriers. As well, many individuals need active assistance in identifying the nature of a legal problem and in locating the resources to deal with a complex personal situation. Callers are often very grateful for our assistance in clarifying their situation and in directing them to another resource, if appropriate.

Nonetheless, the Centre's resources are being consumed in answering thousands of inquiries that, on close examination, do not engage a *Code* right. The Centre cannot reallocate more staff to answering inquiries without compromising the delivery of core legal services in accordance with our primary mandate.

From the Front Line

The Human Rights Legal Support Centre represents individuals at various stages of the application process. Here are some true stories, anonymized, from our 2010/11 cases.

early intervention, early resolution

Sometimes it is possible to intervene quickly and solve a problem before the HRTD process is engaged. For example:

Pregnant employee gets her job back: Charlene worked in a retail store and was terminated when she announced that she was pregnant. She called the Centre and was advised of her rights and options. Charlene wanted her job back so the Centre sent a letter to the employer, who responded within hours – agreeing to reinstate her and to pay her the wages she had lost since she was fired. Her reinstatement ensured that she would be eligible for Employment Insurance maternity benefits.

Students with disabilities gain full access to their school: The Centre was contacted by a group of high school students with special mobility needs. The students said that the elevator in their school had been out of use for repeated periods, making them unable to attend many of their classes and to access the library. Even when the elevator worked, it was unreliable.

The students had repeatedly contacted the principal and the school administration, but had received no response. They asked the Centre to send a letter requesting a meeting.

The school agreed to meet with the Centre, but did not initially wish to include the students. The Centre explained to the school's lawyer that this was an insult to the students, who had already been repeatedly ignored. The school administration acknowledged their failure to treat the students with dignity and respect, and committed to treating them better in the future. After discussion, the school agreed to include the students in the meeting and the Centre was able to negotiate a resolution that would give the students full access to the school.

There has been no backlash and I have been treated like nothing at all ever happened. So, THANK YOU very much for all of your hard work. I never in a million years thought they would offer me my job back.

settlements at mediation

Many clients choose to settle their applications rather than go through a full hearing. The terms of settlement are usually confidential and may include both individual remedies such as financial compensation, and public interest remedies, such as revised workplace policies, which can have a positive impact on the whole organization. For example:

Racial discrimination in employment: Omar was a customer service representative at a gym. His supervisors called him “brown guy” and referred customers to him solely because they were of middle-eastern descent. At one point, a co-worker taped a picture of a dynamite stick to his desk and joked that this represented his “terrorist side”. He was repeatedly the target of derogatory comments that referred to his racial background.

Omar complained, and his supervisors were disciplined, but then punished Omar by supervising him much more closely and imposing unwarranted discipline. He went on sick leave and filed an application to the Tribunal. He did not want to return to the workplace. The Centre negotiated a severance package including financial compensation, an extension of health benefits, and a positive letter of reference. The employer already had an appropriate human rights policy in place but issued a direction requiring compliance with the policy.

G20 lessons: John is a disabled man who was detained by the police during the G20 weekend in June, 2010. John has a prosthetic leg and uses walking sticks. While at Queen’s Park, a line of police approached him where he was sitting on the ground with his daughter and a group of people and ordered them all to move. His companions told the officers that he had only one leg and needed more time to get up and move. Officers piled on top of John and hit and kicked him. One officer ripped off his prosthetic leg. He lost his glasses and his leg in the violence. Police ordered him to “hop” to the police van. He was hit and kicked again by a group of officers before he was pushed into the van. Later, as he made his own way from the van to a bus, the officers joked that he did not need shackles because he had only one leg. He was taken to the Eastern Detention Centre where he was put in a wheelchair and kept

in a cell with another disabled man. He did not get his leg back until he was released, more than 24 hours later. John’s other disability aids were never returned to him.

John has spoken publicly about his treatment by police and about the effect this has had on him. He approached the Centre for assistance after learning about our legal services at a public meeting organized for people arrested during the G20 events.

The Centre helped John file an application to the Tribunal and represented John in negotiating a settlement with the Toronto Police. Under the terms of his settlement, he is able to speak to the public about the events that led to his application and about the fact that the application settled, but not about the personal or public interest terms of the settlement.

representation at hearing

When a case does not settle at mediation, it is scheduled for a hearing before the Tribunal. Many applicants ask the Centre for representation for the first time when their application is scheduled for a hearing. A table of decisions from our hearings can be found at Appendix 2. Two decisions are summarized below.

Employee terminated because of cancer: Ms. Torrejon was fired when she asked her employer for a leave to receive treatment for breast cancer. The Centre represented her hearing.

The Tribunal found that she was discriminated against on the basis of disability and ordered the employer, a property management firm, to compensate her for lost wages and to pay \$20,000 for the insult to her dignity caused by the discrimination. The Tribunal also ordered the company to train its supervisors on the requirements of the Code and to report back to the Tribunal when the training was completed.

Torrejon v. 114735 Ontario

2010 HRTO 934 (CanLII) (Decision on Merits) <http://canlii.ca/t/29jif>

2010 HRTO 1513 (CanLII) (Decision on Remedy) <http://canlii.ca/t/2bkqh>

It still hurts me, what they did.
And I don't want it to
happen to anyone else
-Elsa Torrejon

Harassment on the job based on gender and ethnic/place of origin and ancestry:

Ms. Chuvalo was terminated by the Toronto Police Service after she made an official complaint about harassment based on her gender, ethnic/place of origin and ancestry. The Centre represented Ms. Chuvalo at her hearing.

The Tribunal concluded that the supervising officer had taken "an active and possessive interest in her...and then when she failed to reciprocate that interest, he expressed hostility (both overt and subtle) towards her." The Tribunal found that the harassment was on grounds of ethnic/place of origin, as well as gender, and awarded \$20,000 as compensation for the discrimination. The Tribunal also found that the Toronto Police Service had conducted a flawed investigation of Ms. Chuvalo's internal complaint of discriminatory harassment.

The Toronto Police Services Board was ordered to retain the services of an external human rights expert to develop training material for the investigation of harassment, discrimination and reprisal complaints by its Professional Standards Unit. The Tribunal ordered the Board to train investigative personnel within four months of the date of its decision.

Chuvalo v. Toronto Police Services Board,

2010 HRTO 2037 (CanLII), <http://canlii.ca/t/2cvhm>

What our clients had to say

In September 2010, the Centre conducted two surveys as part of its strategic planning process: a survey of 61 stakeholder organizations across the province and a client satisfaction survey of all closed representation files during a defined period.

I just wanted to send you a heartfelt thank you for all that you did for me and my family. You are truly special. It is hard to find the right words to thank someone who has worked endless hours ... to change someone's life for the better. I will always be thankful to you for taking my case and hopefully, set a new standard for all who may find themselves in my position.

Forty-five (45) stakeholder organizations responded to our survey. 91% of responding organizations were aware of the Centre and 77% were satisfied or very satisfied with our services, while 3% were not satisfied. The responses identified "knowledgeable staff" as a strong point, as well as the willingness of our staff to be accessible for consultations with community organizations. The difficulty in accessing our telephone inquiries line was identified as a key weakness in our service.

I am really happy because I did not know that Human Rights will help that fast as in my country it takes forever to get help. Anyway, I would just like to let you know how much you helped me and I am really thankful.

Our client satisfaction results showed that 88% rated our service as "very good" and 8% as "good". 94% of responding clients reported satisfaction with the service received from their lawyer. 89% reported satisfaction with the outcome of their hearing or mediation.

I honestly want to thank you very much again for helping me with this case because when I came to you at my most vulnerable moment you did not turn me away. You helped me through the roughest few months I've ever been through...you actually make me feel like a real person...thank you so much for standing by me.

"I appreciated the wonderful and positive service provided by the Human Rights Legal Support Centre and [], and thank you for your professional services in securing our successful mediation"

"I would just like to say thank you for all your help. I was in your office a few weeks ago, I am the pregnant woman that at work where [sic] asking me to leave earlier. Well, just to let you know, your letter and the law you printed for me helped me a lot. Now they are more flexible and they said they would not like to do anything against the law thus I can stay longer in the office :O)"

"Seriously, thank you so much for all your support throughout and all your help at the hearing. I couldn't have had better representation!!"

"I just wanted to let you know that we went to mediation on Monday and settled. I just wanted to thank you very much for all of your help through this ordeal! It helped me quite a bit! Thank you again!!!"

"We did it, we really made a big difference for many, many injured workers across Ontario. I am still in shock but I could not have done this alone."

"I just wanted to thank you very much for your advice, I settled my claim with the [mediation], I moved a little bit and they moved a little bit, so yeah, without your help I wouldn't have done it and been so happy about it. So much appreciated, thanks again."

"I thank you for arranging a pro bono lawyer...for me and also providing your own feedback on my case. Your words echoed my mind throughout the [mediation] meeting and were very helpful tools for me to negotiate my rights. No words can express enough of my appreciation for all you and Ms. [] did for me."

"[I] want to express my thanks to you for helping me with this matter. Your expertise and kindness in handling everything was invaluable. I don't know what I would have done without you. We need more people like you"

"I and my family are really appreciating your efforts to save my dignity, self respect and confidence."

"I don't know how to adequately express my thanks, but I think you know how I feel. I know you have put a great deal of effort into my case, and are continuing to do so in advocating my rights."

"I just wanted to thank you for your time and patience with me throughout this whole ordeal. I wanted you to know that I feel much different about life now. There is a huge weight lifted off my heart."

Board of Directors

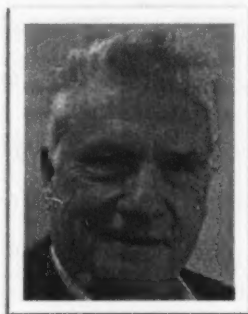


Patrick Case, LL.B., LL.M (Osgoode) was appointed as Chair of the Human Rights Legal Support Centre in October, 2010. He is currently the Director of the Human Rights and Equity Office of the University of Guelph. He teaches human rights and Charter related courses at the University of Guelph and is an Adjunct Professor at Osgoode Hall Law School. Mr Case is also a member of the board of Facing History and Ourselves an organization that helps educators worldwide link the past to moral choices today.

From 2006 to 2010 Mr. Case held an appointment as a Commissioner at the Ontario Human Rights Commission. He has been a trade unionist, a school trustee and a practitioner whose chief focus was serving women who were victims of male violence. Mr. Case has served as a staff lawyer in the Family Law Division at Parkdale Community Legal Services. He is the past Chair of the Canadian Race Relations Foundation, which was created as a part of the federal government's redress agreement with Japanese Canadians and has been a Co-Chair of the Equality Rights Panel of the Court Challenges Program of Canada. *Appointment October 20, 2010 to October 19, 2012*



Eugenia Papageorgiou is Counsel to the Class Proceedings Committee of the Law Foundation of Ontario. Prior to this, she was Litigation Partner at McCarthy Tetrault LLP, Assistant General Counsel at York University and Assistant Crown Attorney at the Ministry of the Attorney General. Ms. Papageorgiou is the current President and a board member of the Barbra Schlifer Commemorative Clinic and a member of the Christian Development committee at Humbercrest United Church. *Appointment April 9, 2008 to April 8, 2013.*



Jim Thomas is the President of the Centre for Creative Change, a change management consulting firm. He has over fourteen years of experience assisting Boards of Directors and large organizations in areas of Board effectiveness and governance. He conducts negotiations on behalf of the Ontario government and has facilitated many disputes and conflicts within the broader public sector. He is a former Ontario Deputy Minister of Labour and Management Board and is a lawyer and engineer. *Appointment December 2, 2009 to December 1, 2011.*

Nancy Gignac has served as an elementary school teacher, vice principal, and principal with the Greater Essex County District School Board. She also served as Supervising Principal of Special Education, primarily responsible for special education programs and services in both elementary and secondary schools. Ms. Gignac has been a Program Developer and Sessional Instructor with the Faculty of Education at the University of Windsor, and is currently working as a self-employed education consultant. She has served on the Board of Directors for the Windsor-Essex Children's Aid Society and the Maryvale Adolescent and Family services as both Board member and President. *Appointment September 17, 2009 to September 16, 2011.*



Mary Gusella has served as the Chief Commissioner of the Canadian Human Rights Commission, Canadian Chair of the International Joint Commission of Canada and the United States, a member of the Public Service Commission, President of the Atlantic Canada Opportunities Agency, and Chair and President of Enterprise Cape Breton Corporation. In addition, she was a Board member and President of the Institute of Public Administration of Canada and a member of the Canadian Human Rights Museum Advisory Committee. Ms. Gusella holds membership with the Law Society of Upper Canada and the International Commission of Jurists Canadian Section. She has a Certificate from the Canadian Securities Institute and holds undergraduate degrees from the Universities of Toronto and Ottawa. *Appointment September 17, 2009 to September 16, 2011.*



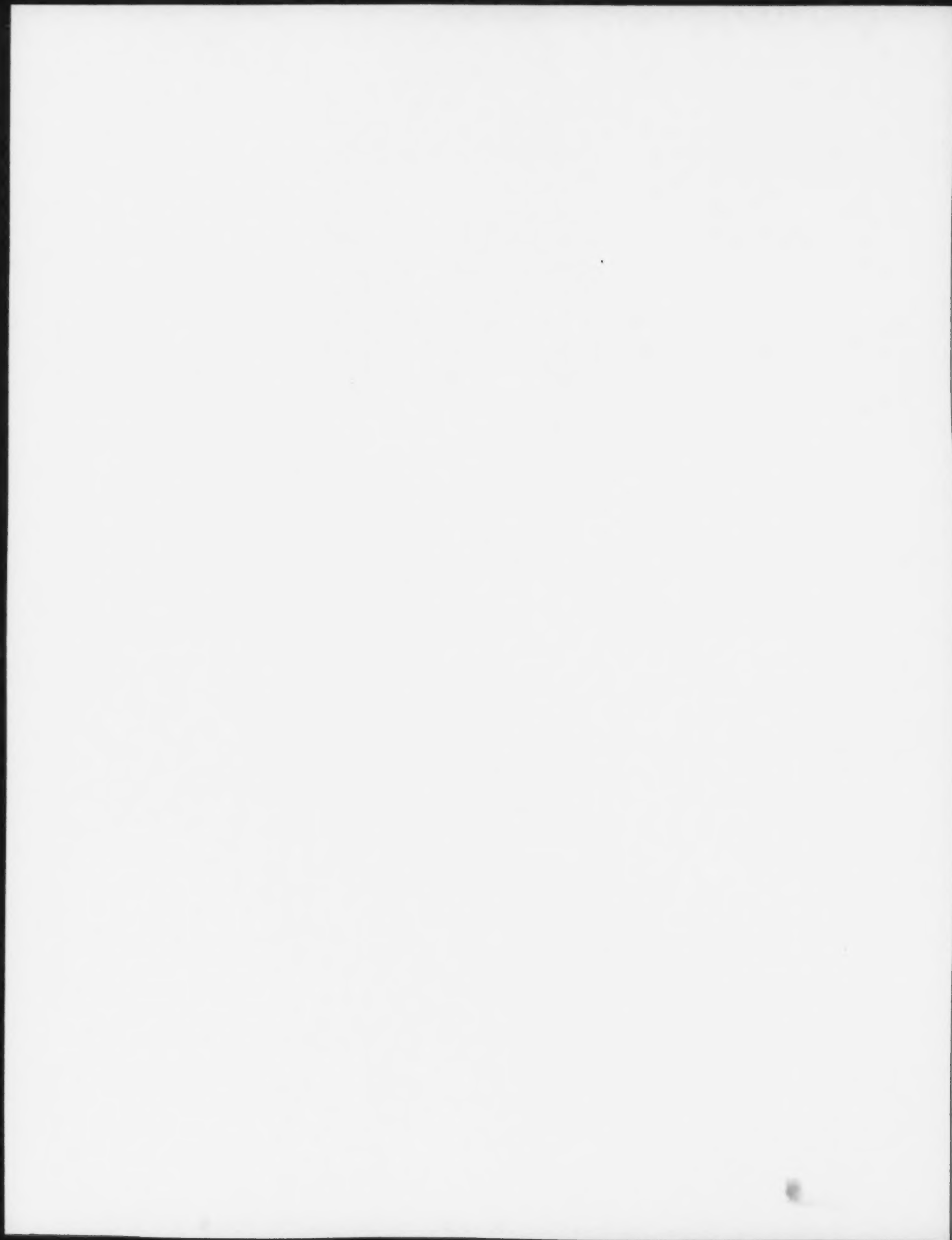
Patrick Nadjiwan is a member of the Chippewas of Nawash First Nation. Mr. Nadjiwan has practiced Aboriginal Law for the past fifteen years, providing general legal counsel to clientele of First Nations Governments, Tribal Councils, Aboriginal organizations, and Aboriginal individuals. Mr. Nadjiwan operates his own legal firm, Nadjiwan Law Office, and has diverse experience in areas such as litigation, First Nation governance, corporate governance, administrative law, employment law, and constitutional law. *Appointment September 17, 2009 to September 16, 2011.*



Raj Dhaliwal has served as the Human Rights Director of the Canadian Auto Workers Canada, and also served on the Canadian Labour Congress Executive representing visible minorities for six years. He also served on the Employment Accessibility Standards Development Committee of Ontario as well on the Canadian Council for Refugees. Mr. Dhaliwal has participated in the United Nations Conference on Racism (2001) in Durban, South Africa and the International Social Forum (2007) in Nairobi, Kenya on behalf of the Canadian Auto Workers. *Appointment December 16, 2009 to December 15, 2011.*



Appendix 1 – Financial Statements



HUMAN RIGHTS LEGAL SUPPORT CENTRE

FINANCIAL STATEMENTS

MARCH 31, 2011

Hilborn Ellis Grant LLP
Chartered Accountants
Toronto, Ontario





Hilborn Ellis Grant LLP
Chartered Accountants

Independent Auditor's Report

To the Director of
Human Rights Legal Support Centre

We have audited the accompanying financial statements of **Human Rights Legal Support Centre**, which comprise the statement of financial position as at March 31, 2011, and the statement of operations, statement of net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Human Rights Legal Support Centre as at March 31, 2011 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Hilborn Ellis Grant LLP

Toronto, Ontario
September 15, 2011

Chartered Accountants
Licensed Public Accountants

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statement of Financial Position

March 31	2011 \$	2010 \$
ASSETS		
Current assets		
Cash	264,742	693,076
HST receivable	67,796	32,517
Prepaid expenses	118,241	102,083
	450,779	827,676
Property and equipment (note 3)	573,383	540,042
	1,024,162	1,367,718
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	439,151	862,722
NET ASSETS (note 5)	585,011	504,996
	1,024,162	1,367,718

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statement of Operations

Year ended March 31	2011 \$	2010 \$
Revenues		
Ministry of the Attorney General	5,414,900	5,632,400
Interest income	153	596
	<u>5,415,053</u>	<u>5,632,996</u>
Expenditures		
Salaries and wages	3,909,000	3,737,309
Employee benefits	690,643	684,327
Amortization	129,601	-
Travel	49,673	45,924
Supplies and equipment	75,725	61,122
Board expenses	42,614	43,871
Communications	62,774	44,137
Province wide service delivery	56,939	152,953
Services	318,069	313,803
	<u>5,335,038</u>	<u>5,083,446</u>
Excess of revenues over expenditures for year	<u>80,015</u>	<u>549,550</u>

Statement of Net Assets

Year ended March 31	2011 \$	2010 \$
Net assets (deficit), beginning of year	504,996	(44,554)
Excess of revenues over expenditures for year	<u>80,015</u>	<u>549,550</u>
Net assets, end of year	<u>585,011</u>	<u>504,996</u>

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statement of Cash Flows

Year ended March 31	2011 \$	2010 \$
Cash flows from operating activities		
Excess of revenues over expenditures for year	80,015	549,550
Item not affecting cash		
Amortization	129,601	-
	209,616	549,550
Change in non-cash working capital items		
Increase in HST receivable	(35,279)	(30,456)
Increase in prepaid expenses	(16,158)	(92,539)
Increase (decrease) in accounts payable and accrued liabilities	(423,571)	598,984
	(265,392)	1,025,539
Cash flows from investing activities		
Purchase of property and equipment	(162,942)	(540,042)
Increase (decrease) in cash	(428,334)	485,497
Cash, beginning of year	693,076	207,579
Cash, end of year	264,742	693,076

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements

March 31, 2011

1. Nature of operations

Human Rights Legal Support Centre ("Centre") was established December 20, 2006, as a corporation without share capital as a result of Royal Assent being granted to Section 45.11 of the Human Rights Code Amendment Act, 2006. The legislation took effect on June 30, 2008 and the Centre opened on that day.

The Centre is not a Crown agency, but is designated as an operational service agency and reports to the Ministry of the Attorney General ("MAG"). The Centre is independent from, but accountable to the Government of Ontario. Pursuant to a Memorandum of Understanding ("MOU") between the Centre and the Attorney General for the Province of Ontario the objects of the Centre are:

- (a) to establish and administer a cost-effective and efficient system for providing support services, including legal services, respecting applications to the Ontario Human Rights Tribunal under Part IV of the code; and
- (b) to establish policies and priorities for the provision of support services based on financial resources.

The Centre is a not-for-profit organization and as such is exempt from income taxes.

2. Significant accounting policies

(a) Property and equipment

Property and equipment are recorded at cost. The Centre provides for amortization using the straight-line method at rates designed to amortize the cost of the property and equipment over their estimated useful lives. The annual amortization rates are as follows:

Furniture and fixtures	5 years straight line
Computer equipment	3 years straight line
Computer software	3 years straight line
Client tracking tool	5 years straight line

(b) Revenue recognition

The Centre receives revenue from the MAG. The amounts are recorded as revenue when received or receivable. All of the funds received are restricted as to use for purposes set out in the MOU.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2011

2. Significant accounting policies (continued)

(c) Management estimates

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

(d) Financial instruments

The financial assets and financial liabilities of the clinic are classified and measured as follows:

Financial Asset/Liability	Category	Measurement
Cash	Available for sale	Fair value
Accounts receivable	Loans and receivables	Amortized cost
Accounts payable and accrued liabilities	Other financial liabilities	Amortized cost

Financial instruments measured at amortized cost are initially recognized at fair value and then subsequently at amortized cost with gains and losses recognized in the statement of operations in the period in which the gain or loss occurs.

The fair value of a financial instrument is the estimated amount that the clinic would receive or pay to settle a financial asset or financial liability as at the reporting date.

The carrying amounts of cash, accounts receivable and accounts payable and accrued liabilities, approximate fair value due to the short-term nature of these financial instruments

3. Property and equipment

	Cost \$	Accumulated Amortization \$	2011 Net \$	2010 Net \$
Furniture and fixtures	4,150	830	3,320	-
Computer equipment	225,623	60,576	165,047	150,815
Computer software	110,203	22,727	87,476	56,207
Client tracking tool	363,008	45,468	317,540	333,020
	702,984	129,601	573,383	540,042

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2011

4. Capital disclosures

The Centre's objectives in managing its capital, which it defines as its net assets, are to maintain a sufficient level to provide for normal operating requirements on an ongoing basis and to continue its objects as disclosed in note 1. The Centre monitors its capital in order to ensure that it has sufficient revenue before committing to expenditures.

5. Grant revenue allocation

The Centre has expended grant funds received as follows:

	2011 \$	2010 \$
Revenue - Ministry of Attorney General	5,414,900	5,632,400
Interest earned on funds received	153	594
Operating expenses	(5,335,038)	(5,083,445)
Amortization included in operating expenses	129,601	-
Purchase of property and equipment	(162,942)	(540,042)
	<u>46,674</u>	<u>9,507</u>

Reconciliation of net assets

	Capital \$	Operating \$	Total \$
Net assets (deficit), beginning of year	540,042	(35,046)	504,996
Net income (loss) for year	(129,601)	209,616	80,015
Funds transferred to capital fund	162,942	(162,942)	-
Net assets, end of year	<u>573,383</u>	<u>11,628</u>	<u>585,011</u>

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2011

6. Commitments

The Centre has entered into commitments to lease various office equipment. Annual equipment lease payments as follows:

	\$
2012	11,152
2013	11,152
2014	3,005
	<u>25,309</u>

7. Future accounting change

In December 2010 the Accounting Standards Board ("AcSB") issued Part III of the CICA Handbook - Accounting to provide Canadian private sector not-for-profit organizations with a new financial reporting framework for fiscal years beginning on or after January 1, 2012. Early adoption is permitted.

Until Part III of the Handbook is adopted, the Centre will continue to follow the pre-changeover accounting standards in Part V of the Handbook.

Management is currently evaluating the implications of Part III of the Handbook and is developing a plan to meet the timetable published by the AcSB for adoption.



We give your business a hand to succeed.

Hilborn Ellis Grant LLP
Chartered Accountants
Since 1930

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Appendix 2 – Table of Decisions

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Final Decisions	Decision Date	Ground	Social Area	Result / Remedy
Arunachalam v. Best Buy Canada, 2010 HRTO 1880	16 Sept. 2010	Sex, Pregnancy	Employment	<p>Application Granted.</p> <p>General Damages: \$4,000.</p> <p>Public Interest Remedy: The employees' handbook shall be amended to include a reference to the prohibition on discrimination and Harassment on the basis of Pregnancy. Supervisor will complete OHRC Human Rights 101.</p>
B.M. v. Cambridge, 2010 HRTO 1104	18 May 2010	Disability	Goods, Services or Facilities	<p>Application Granted.</p> <p>General Damages: \$12,000. Special Damages: \$173.35 (reimbursement for expenses).</p> <p>Public Interest Remedy: Within 60 days, Respondent to retain at its own expense a qualified consultant to review practices and policies concerning accommodating children with disabilities in camp programmes, and to make recommendations where inconsistent with the <i>Code</i>.</p>
Balleriam v. Workplace Safety and Insurance Board, 2010 HRTO 2279 (Reconsideration Decision)	18 Nov. 2010	Disability	Goods, Services or Facilities	Reconsideration Denied.
Ballieram v. WSIB, 2010 HRTO 712	6 Apr. 2010	Disability	Goods, Services or Facilities	Application Dismissed (jurisdiction).
Caldeira v. 2068006 Ontario, 2010 HRTO 2305	19 Nov. 2010	Sex and Reprisal	Employment	Application Dismissed (merits).
Chuvalo v. Toronto Police Services Board, 2010 HRTO	6 Oct. 2010	Colour, Ancestry,	Employment	Application Granted.

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Final Decisions	Decision Date	Ground	Social Area	Result / Remedy
2037		Place of Origin, Ethnic Origin, Sex, Sexual Harassment & Reprisal		General Damages: \$20,000. Public Interest Remedy: The Police Services Board was ordered to develop training material for the investigation of harassment, discrimination and reprisal complaints by the Professional Standards Unit, in consultation with a human rights expert.
Dhamrait v. JVI Canada, 2010 HRTO 1085	14 May 2010	Race, Colour, Ancestry, Ethnic Origin, Creed, Age	Employment	Application Granted. General Damages: Applicant 1 - \$3,000, A2 - \$13,000. Special Damages: Applicant 2 - \$18,500 lost wages. Specific Remedy: Reinstatement of Applicant 2 in 30 days, based on assessment that "no evidence upon which I could conclude that, but for the discriminatory factors, Applicant would nevertheless have been laid off".
Fleming v. North Bay (City), 2011 HRTO 140	20 Jan. 2011	Disability	Employment	Reconsideration on the basis that the self-represented Applicant had received a full opportunity to present his case.
Ilevbare v. Domain Registry Group, 2010 HRTO 2173	29 Oct. 2010	Disability	Employment	Application Granted. General Damages: \$15,000. Special Damages: \$38,400 (lost income).
Inward v. Toronto (City), 2010 HRTO 2127	21 Oct. 2010	Sex, Family Status	Goods, Services or Facilities	Application Dismissed (jurisdiction – prosecutorial immunity).
Ornelas v. Casamici	13 May 2010	Sex, Sexual	Employment	Application Dismissed (merits).

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Final Decisions	Decision Date	Ground	Social Area	Result / Remedy
Restaurant, 2010 HRTO 1078		Harassment, Reprisal		
Rutledge v. Fitness One Peter Inc., 2010 HRTO 2039	7 Oct. 2010	Disability	Goods, Services or Facilities	Application Granted. General Damages: \$2,500. Special Damages: \$198.22 (out-of-pocket expenses).
Sutton v. Jarvis Ryan Associates, 2010 HRTO 2421	7 Dec. 2010	Sex / Sexual Harassment	Employment, Contracts	Application Granted (in part). Public Interest Remedy: Within 90 days, Respondent to complete the Human Rights online training "Human Rights 101" and confirm completion to the Tribunal. Respondent required to retain at its own expense an independent human rights expert to develop a human rights policy as well as a complaints and investigation procedure that complies with the Code.
Torrejon v. 1147335 Ontario, 2010 HRTO 1513 (Remedy Decision)	12 July 2010	Disability	Employment	Application Granted. General Damages: \$20,000. Special Damages: \$2,640 (lost income). Public Interest Remedy: Within 30 days, Respondent must require relevant staff to complete the Commission's online training "Human Rights 101" and confirm completion to the Tribunal and to the Applicant.
Torrejon v. 1147335 Ontario, 2010 HRTO 934	29 Apr. 2010	Disability	Employment	Application Granted. Decision on Remedy – Deferred.
Tsehay v. English District Lutheran Church-Missouri Synod, 2011 HRTO 629	31 Mar. 2011	Race, Colour, Ancestry, Place of Origin	Goods, Services or Facilities	Application Dismissed (s. 34(11) civil proceeding).

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Final Decisions	Decision Date	Ground	Social Area	Result / Remedy
Vetricek v. 642518 Canada, 2010 HRTO 757 [Request for Reconsideration Denied: 2010 HRTO 2350]	6 Apr. 2010	Disability	Employment	Application Granted. General Damages: \$15,000. Special Damages: \$52,814.37 (lost income). Public Interest Remedy: Develop a human rights policy and distribute it to all staff and also send a copy of the policy to the Applicant.
Yandernoll v. Murray Brothers Lumber, 2011 HRTO 444	2 Mar. 2011	Disability, Reprisal	Employment	Application Dismissed (merits).

Substantive Interim Decisions	Decision Date	Ground	Social Area	Nature of Request / Result
Anderson v. Carleton Condominium Corporation #8, 2010 HRTO 1761	26 Aug. 2010	Disability	Accommodation	Interim Remedy – Granted.
Boyce v. TCHC, 2010 HRTO 1824 Decision on merits at 2010 HRTO 520 (applicant self-represented)	7 Sept. 2010	Disability	Employment	To Defer (with respect to remedy) – Denied.
Brady v. Durham Rapid Taxi, 2010 HRTO 788	9 Apr. 2010	Sex, Sexual Harassment, Reprisal	Employment	To Add Personal Respondents – Granted. To Remove Respondents – Denied.
Byaruhanga v. Toronto Police Services Board, 2010 HRTO 2273	16 Nov. 2010	Race, Colour, Ancestry, Place of	Goods, Services or Facilities	To Dismiss (abuse of process) – Denied.

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Substantive Interim Decisions	Decision Date	Ground	Social Area	Nature of Request / Result
		Origin		
Caldeira v. 2068006 Ontario, 2010 HRTO 920	27 Apr. 2010	Sex, Reprisal	Employment	To Dismiss (under 45.1) – Granted (in part).
Claybourn v. Toronto Police Services & TPS Board, 2011 HRTO 1406 [see also: 2011 HRTO 1575]	27 July 2011	Race, Colour, Sexual Orientation and Age	Goods, Services or Facilities	Invitation to OHRC and others to intervene re: 45.1.
Dupuis v. Religious Hospitallars of St. Joseph of Cornwall, 2010 HRTO 1079	13 May 2010	Disability, Harassment, Reprisal	Employment	To Dismiss (under s.45.1) – Denied. To Dismiss (in part, under 34(2) for delay) – Granted.
Facciolo v. 1383078, 2010 HRTO 1046	11 May, 2010	Disability	Employment	To Dismiss (jurisdiction – whether Respondent is successor employer) – Denied. To Add Respondent (requested by Applicant) – Granted.
Gupte v. Image Printing, 2010 HRTO 1953	24 Sept. 2010	Sex, Sexual Harassment	Employment	To Defer – Granted. To Add Respondent (requested by Applicant) – Granted.
James v K.A.S. Personnel Services, 2011 HRTO 950	17 May 2011	Sex, Sexual Harassment	Employment	To Add Respondent – Granted. To Proceed by way of Summary Hearing – Denied.
Juani v. Mississauga (City), 2010 HRTO 1298	8 June 2010	Place of Origin, Reprisal	Employment	To Dismiss (no prima facie case) – Denied.
Kacan v. Ontario Public Service Employees Union, 2010 HRTO 795	12 Apr. 2010	Disability	Accommodation	Guidelines for Assessing Capacity where Application made “on Behalf of Another” under s.34(5).
Kelly v. CultureLink Settlement Services, 2010	4 May 2010	Disability	Employment	To Dismiss (against employer for delay under 34(2)) – Denied (delay was incurred in good faith and there was

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Substantive Interim Decisions	Decision Date	Ground	Social Area	Nature of Request / Result
HRTO 977				insufficient prejudice to the Respondent).
Kelly v. Georgia Pacific Canada, 2010 HRTO 1092	14 May 2010	Disability	Employment	To Defer – Denied.
Napash v. URS Canadian Operations, 2010 HRTO 1281	4 June 2010	Disability, Reprisal	Employment	To Dismiss (under 45.1) – Denied.
Napash v. URS Canadian Operations, 2010 HRTO 1622	29 July 2010	Disability, Reprisal	Employment	To Defer – Denied.
Peletier v. Hylan Group, 2010 HRTO 1115	18 May 2010	Sex, Sexual Harassment	Employment	To Add Respondent – Granted.
Perricone v. Fabco Plastics Wholesale, 2010 HRTO 1655	10 Aug. 2010	Sex (Pregnancy), Disability	Employment	To Dismiss (abuse of process) – Granted (in part).
Pollard v. 748161 Ontario, 2010 HRTO 1982	28 Sept. 2010	Disability, Age	Employment	To Dismiss (under s.34(11) – civil claim commenced with respect to same subject matter) – Denied.
R.H. v. Kawartha, 2010 HRTO 2210	3 Nov. 2010	Disability, Sex	Goods, Services or Facilities	To Anonymize – Granted.
R.N. v Cadillac Fairview, 2011 HRTO 474	8 Mar. 2011	Disability	Goods, Services or Facilities	To Add Respondent – Granted.
R.N. v Cadillac Fairview, 2011 HRTO 55	11 Jan. 2011	Disability	Goods, Services or Facilities	For Disclosure – Granted.
Russell v. 2175033 Ontario, 2010 HRTO 1775	30 Aug. 2010	Disability	Employment	To Dismiss (no prima facie case) – Denied.
Silveira v. Ontario (Minister of Government Services), 2011 HRTO 249	4 Feb. 2011	Sex	Goods, Services or Facilities	To Defer – Granted.
Stanciu v. ABC Euro	9 Sept. 2010	Sex	Employment	To Dismiss (under s. 45.1) – Denied.

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Substantive Interim Decisions	Decision Date	Ground	Social Area	Nature of Request / Result
Delicatessen, 2010 HRTO 1854		(Pregnancy)		
St. Louis v. Ontario (Community Safety and Correctional Services), 2010 HRTO 1637	4 Aug. 2010	Race, Ancestry, Disability	Goods, Services or Facilities	To Dismiss (under s.34(11) – civil claim commenced with respect to same subject matter) – Denied. To Defer – Denied.
Swift v. Bell Technical Solutions, 2010 HRTO 1557	19 July 2010	Disability	Employment	To Dismiss (jurisdiction) – Deferred to hearing. To Add Respondent (requested by Applicant) – Denied.
Toussaint v. Ontario (Health and Long Term Care), 2010 HRTO 2102	18 Oct. 2010	Place of Origin	Goods, Services or Facilities	Interim Remedy (to provide health care to person without legal status) – Denied.
Tsehay v. English District Lutheran Church – Missouri Synod, 2010 HRTO 1396	21 June 2010	Race, Colour, Ancestry, Place of Origin	Goods, Services or Facilities	To Dismiss under s.34(11) (new civil claim) – Denied. To Defer – Granted.
Turcotte v. Osprey Media Group, 2010 HRTO 2442	8 Dec. 2010	Disability, Reprisal	Employment	To Defer – Denied.
VandenBroek v. Villa Otthon, 2011 HRTO 279	9 Feb. 2011	Disability	Accommodation	Interim Remedy – Denied.
Williams v. Iroquois Falls (Town), 2010 HRTO 2350	26 Nov. 2010	Disability	Goods, Services or Facilities	Interim Remedy (to remove windrow) – Denied.
Willing v. MLJ Coaching International, 2010 HRTO 2231	10 Nov. 2010	Sex, Sexual Harassment	Employment	To Amend – Granted. To Add Respondent – Granted.
Yuill v. Canadian Union of Public Employees, 2011	18 Jan. 2011	Disability	Accommodation	That Tribunal appoint Applicant as Litigation Guardian – Granted.

HRTO Decisions on HRLSC Cases – April 1, 2010 to March 31, 2011

Substantive Interim Decisions	Decision Date	Ground	Social Area	Nature of Request / Result
HRTO 126				Respondent's challenge to Applicant acting as Litigation Guardian – pending.
Zeividavi v. Catholic Immigration Services, 2011 HRTO 406	24 Feb. 2011	Disability	Goods, Services or Facilities	That applicant and witnesses testify by telephone – Denied.
Zissakos v. Toronto Transit Commission, 2010 HRTO 2018	4 Oct. 2010	Disability	Employment	To Defer – Denied.